GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:153
ANSWERED ON:09.12.2015
Changes in Rail Reservation System
Charitra Shri Ram;Kirtikar Shri Gajanan Chandrakant

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Union Government has made changes in the present railway reservation system, if so, the details in this regard and the objective behind this move;

(b) whether the commuters are allowed to book online train tickets 30 minutes before departure of the train under changed system;

(c) if so, the details thereof and the modalities worked out in this regard;

(d) the details of difference in fares, if any, proposed under new scheme; and

(e) whether the Railways proposes to release a second and final chart of reservation before departure of the train and if so, the details thereof?

Answer

MINISTER OF RAILWAYS

(SHRI SURESH PRABHAKAR PRABHU)

(a) to (e): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO.153 BY SHRI RAM CHARITRA NISHAD AND SHRI GAJANAN KIRTIKAR TO BE ANSWERED IN LOK SABHA ON 09.12.2015 REGARDING CHANGES IN RAIL RESERVATION SYSTEM.

(a) & (e): With a view to rationalise the computerised Passenger Reservation System (PRS) in line with revised Railway Passengers (Cancellation of tickets and refund of fare) Rules, 2015, certain modifications have been made in the PRS in November, 2015.
Further, these changes would provide benefit to the passengers as well as to the Railways and also check misuse of refund rules by unscrupulous elements as detailed below:
(i) Passengers are able to know the final status of their ticket at least 4 hours in advance of the scheduled train departure time.
(ii) The available accommodation can be booked by passengers till minutes before the actual departure of the train through internet as well as on the computerised Passenger Reservation System (PRS) counters of Indian Railways.
(iii) Passengers at enroute stations can book available accommodation through the system even after departure of the train from the originating station.
(iv) Touting activities/speculative booking by selling of berths at a premium at last minute to gullible passengers would be discouraged since no refund on confirmed ticket is permissible after four hours in advance of the scheduled departure of the train.
(v) In case of trains having no Reservation Against Cancellation (RAC) or waiting list, berths going vacant on account of last minute cancellations and after departure of the train are now eliminated. In such trains, vacant berths generated on account of cancellations are allotted through the system in a transparent manner instead of being allotted by Ticket checking staff on the train.
(vi) Bogus claims for refunds after travel get eliminated since refund after departure of the train are not permissible.

Following changes have been made in the computerised PRS of Indian Railways in November 2015:-
1. Preparation of reservation chart at least four hours before scheduled departure of train. In case the chart is not finalised, system will automatically finalise it releasing unutilised accommodation against various quotas to Reservation Against Cancellation (RAC)/waitlisted passengers. This chart will be known as first reservation chart.
2. Immediately after preparation of first reservation chart, the reservation will again become available at the PRS counters as well as on internet and the passengers can:-
i. Book the available accommodation in the train for full/partial leg of the journey, in case there is no RAC/waitlist for that leg.
ii. In case there is RAC/waitlist in the train, the passengers have been given the facility to cancel such ticket up to 30 minutes before the scheduled departure of train.
3. A second/final chart for reservations made and cancellation done after preparation of first chart will be taken out and handed over to onboard ticket checking staff.

(b) & (c): After preparation of first reservation chart, the passengers can book the vacant accommodation available in the train from PRS counters of Indian Railways or through internet, as mentioned above, up to preparation of second reservation chart. The second reservation chart shall be taken out at such time so as to ensure that the same reaches on board ticket checking staff of the train in

time before departure of train.

(d): No extra charges have been levied for providing the above facilities.

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